

Competitors please

- **read the following instructions carefully**
- **place a mailing label with your *Competitors No.* on the BACK of each task**

You are working for WorldSkills Australia as a junior administration support staff. Your supervisor has left the attached memo with tasks to be completed within the hour. If you cannot understand the instructions, please contact the supervisor for clarification.

MEMO

TO: Junior Administration Support Staff member
FROM: Supervisor
DATE: 15 March 2011
SUBJECT: PREPARATION FOR TRADING WEEK

Task 1 Participate in OH&S processes

Organise your workstation to meet ergonomic issues & your individual needs taking into account Occupational Health & Safety practices to ensure workplace safety. Hand your completed Safe Work Method Statement to your supervisor before you commence.

Task 2 Use business technology

Create a folder called *WorldSkills Competitor Number* and save to the hard drive. Retrieve from the USB removable disk, the files **Letter.docx** and **Catalogue.docx** and save in this folder. Edit and print the letter, print the catalogue and make three photocopies of each.

Task 3 Handle mail

To three Practice Firms mail a catalogue, with an accompanying letter. Select the Practice Firms, from three different States or Territories. Find the names and addresses from the Australian Network Practice Firm mailing list supplied and hand write the envelopes. Place a rubber band around envelopes and place in Outwards Mail tray.

Task 4 Communicate in the workplace

A fax is required to be sent to the Administration Manager at Head Office. Retrieve the files **Fax.docx** and **Flyer.docx** from the USB removable disk, print a copy, hand write details according to the headings. The message is *"Following is the flyer as discussed in our telephone conversation."* Personally ask your supervisor for the fax number. Fax both these documents to the number supplied by the supervisor. Place the original in the fax sent tray.

Task 5 Organise and complete daily work activities

The tasks are in no set order – you need to decide in what order you will do them and prioritise your work in order to complete the work activities within the hour.

However in order to access resources efficiently it is suggested that all even number competitors photocopy first while all uneven competitor numbers fax first.